



**Royal Commission**  
into Aged Care Quality and Safety

**Supplementary Statement of Davida Lexia Webb**

**Name:** Davida Lexia Webb

**Date of birth:** [REDACTED]

**Address:** [REDACTED]

**Date:** 12 November 2019

1. This statement made by me accurately sets out the evidence I am prepared to give to the Royal Commission into Aged Care Quality and Safety. This statement is true and correct to the best of my knowledge and belief.
2. I refer to my previous statement to the Royal Commission dated 4 November 2019. This statement supplements, and is to be read in conjunction with, my previous statement.
3. I have reviewed the statement of Dr Elizabeth Monks dated 31 October 2019 [WIT.0058.0001.0001]. At pages 7 - 8 and 34, Dr Monks records her recollection of conversations between her and me.
4. I have also reviewed an email from Dr Monks to Amanda Woodorth dated 4 January 2019 [Bupa South Hobart Case Study Tender Bundle Tab 118, BPA.060.006.7565], and its attachment [Bupa South Hobart Case Study Tender Bundle Tab 119, BPA.060.006.7566]. In the attachment, Dr Monks gives an account of those conversations and also attributes to me a statement to David Neal.
5. I make this statement to set out my recollection of the conversations referred to by Dr Monks.
6. I recall three conversations with Dr Monks during my time as Head of Operations at Bupa.
7. I recall the conversation referred to by Dr Monks at page 34 of her statement.
8. I cannot recall whether this conversation occurred before or after the sanctions were announced, but I recall that we spoke on the telephone. It must have been a Friday, as I recall taking the call at home and, sometimes, I worked from home on Fridays.
9. I do recall that Dr Monks told me that she did not like Mr Neal and she made critical comments about his abilities and performance at length. I recall Dr Monks making some comments about medications, but I cannot recall the detail. From my recollection, this was the the contact I had with Dr Monks. I do recall it was a rather one sided conversation. I was taken aback by how strongly she expressed her views and didn't feel able to respond at the time.
10. In response to Dr Monks' statements about Mr Neal, I told Dr Monks that her comments were conflicting with what I had heard from staff, residents and relatives from the care home during my recent visit.
11. I do not recall saying that there was 'no risk' at the care home. I do not recall exactly when this call took place, but I think that it was after the accreditation audit was completed. At that time,

Signature	Witness	
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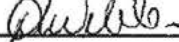
SUPPLEMENTARY STATEMENT OF DAVIDA LEXIA WEBB CONTINUED

- even before the findings were announced, I understood that there were a number of issues at South Hobart that were likely to lead to regulatory action.
12. I finished the call with Dr Monks with words to the effect of 'I cannot take any action based on your complaint alone . I will follow this up as best I can.'
  13. I do not recall having any other discussions with Dr Monks about Mr Neal. I do not think that she told me about her concerns listed in the attachment to her 4 January 2019 email. I also do not think that I said to her that I did not "have time" to do anything about Mr Neal. That is not the sort of comment I would have made. I have a strong belief that we all make time for anything that is significant.
  14. After the call, I rang Dr Tim Ross, the Medical Director and Dr Monks' supervisor, to tell him about the call and get an understanding from him about Dr Monks' concerns. Dr Ross indicated that Dr Monks was very passionate about her work. I do not remember what he said, but I gained the impression that he already knew about Dr Monks' concerns, was in regular contact with her and that my call did not add anything to his knowledge.
  15. I recall also speaking with the Regional Operations Manager, Ms Elizabeth Wesols about the issue. I am not clear of the details of our conversation, but I recall Ms Wesols indicating that she had not had any negative comments raised from staff, residents or relatives.
  16. I recall a further conversation with Dr Monks after the sanctions were announced. I was at the care home, and I was advised that Dr Monks was unhappy that she had not been told directly about the imposed sanction. I accepted this was possible due to the sanction process set out by the Department of Health and subsequent notification. I went to Dr Monks' office to discuss this with her directly.
  17. Dr Monks told me that she was concerned about the sanctions because they reflected on her medical care. She talked a lot about getting her own solicitor to represent her. I don't recall Dr Monks asking me to write to residents and relatives advising that the sanctions were not related to her care.
  18. I do recall Dr Monks asking whether she needed to get her own lawyer in relation to the sanctions. I recall advising Dr Monks that she was not in danger of being singled out by the sanctions and that they were imposed on the care home in relation to the care and services provided by the home to residents. I said that the sanctions were not about one staff member, they were about the care home as a whole and making sure we do the right thing for residents..
  19. I said to her that when we received the notice of the sanctions, we were not allowed to tell anyone until the Department had notified the residents by letter. I empathised that this was difficult for all staff as it was a surprise to all, but unfortunately, it was the process.
  20. The third conversation was when I was visiting the care home during the sanction period. I approached Dr Monks to discuss some feedback shared by Dr Monks regarding how staff were feeling.
  21. I do not believe I would have told Mr Neal to "keep that GP away from the accreditors". It is not language that I would commonly use.

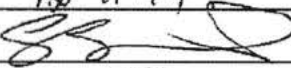
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SUPPLEMENTARY STATEMENT OF DAVIDA LEXIA WEBB CONTINUED

22. I have also reviewed the statement of Linda Hudec dated 4 November 2019 [WIT.0610.0001.0001]. At paragraph 32, Ms Hudec says that the Head of Operations was part of the Bupa Executive Leadership Team (ELT).
23. I was not part of the ELT. I reported to the ELT through the Chief Operating Officer (COO). I did not attend ELT meetings and had no decision-making capacity. I referred matters to the COO for decision.
24. When I took the role, I thought that I would be involved in decision-making. However, my experience was that my role was limited to implementing decisions made by the ELT.

Signed: 

Date: 12.11.19

Witness: 

Date: 12.11.19,

Signature		Witness	
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